

Retiree Activities Office

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RAO Newsletter #2012-6 - March 29, 2012 - Chat with DFAS via Facebook

NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE
8899 East 56th Street
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DFAS to host first Facebook town hall meeting

CLEVELAND (March 28, 2012) – Military retirees are invited to chat about their pay with military retirement experts live on Facebook in May. The Defense Finance and Accounting Service (DFAS), the agency that pays the nation's more than 2 million military retirees, will host its first Facebook town hall May 8 from 3 to 5 p.m. Eastern. During this online town hall meeting, military retirees will have direct access to DFAS Retired and Annuitant Pay experts, who'll answer their retirement questions live on Facebook. "We've been focused on finding ways to enhance customer service and improve communication with military retirees over the past two years," said Colonel Ralph Lunt, deputy director of DFAS Retired and Annuitant Pay.

"The town hall is a new way for us to listen to the issues facing our customers and provide answers to a large number of retirees quickly and easily." DFAS is asking customers to help it choose a broad topic for the town hall meeting. Retirees and military members who'll be retiring soon should submit their topic ideas on the DFAS Facebook page at <http://www.facebook.com/DefenseFinanceandAccountingService> by Sunday, Apr. 1. Anyone can view the DFAS Facebook page, but users must

have a Facebook account to submit topic ideas or participate in the town hall meeting. DFAS will not answer individual customers' account-specific questions during the town hall, because such questions require the collection of personal information and additional time for processing.

For more information about the event, visit

<http://www.dfas.mil/facebooktownhall>. This page will serve as a home base for town hall information and will be updated with details such as discussion topics, guidelines for participants, and bios and photos of the retired pay experts, as they become available.

While DFAS will only have retired pay experts on hand for its first town hall meeting, the agency plans to host future social media events where they will answer questions on subjects like military pay and travel. DFAS launched its Facebook presence in May 2010 and now has more than 63,000 "likes." The agency regularly responds to inquiries and customer service requests via Facebook with an average turn-around time of two to three business days. DFAS experts plan to answer as many questions as they can during the two-hour town hall meeting. Any retirement questions they can't answer during the event will be answered within the normal two to three business days. Non-retirement related questions submitted during the live town hall session will be held until it is over and answered within the normal time frame.

Defense Finance and Accounting Service, News Release

Media Points of Contact

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About DFAS

The Defense Finance and Accounting Service provides responsive, professional finance and accounting services

to the men and women who defend America. DFAS pays about 6.6 million people and in FY 2011 made 7.7

million travel payments, paid 11.8 million commercial invoices, made \$608 billion in disbursements to pay

recipients, and managed \$559.4 billion in military retirement and health benefits funds. For more about DFAS

visit <http://www.dfas.mil> or visit us on [Facebook](#)

<http://www.facebook.com/DefenseFinanceandAccountingService>.